Goal

- Clinical

- Decreased ER Visits
- Decreased disease-specific complications, exacerbations, comorbidities
- Improved management of therapeutic regimen

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Data Sources

- Claims reviewed for 1 year prior to program & 1 year after program started
- Authorization/Referral review for Inpatient & Outpatient Utilization
- Beneficiary asked during assessment and discharge from program
  - how many ER visits in the past year
  - how many hospitalizations in the past year

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Goal

- Humanistic

- Improved psychosocial adjustment or coping with life changes
- *Improved quality of life*
- Improved level of physical independence
- Improved employability

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Data Sources

- Quality questions reviewed with beneficiaries on admission to and discharge from program

- In the last 3 months of work, how many days have you missed due to health problems?
- *In the last 4 weeks, how much has your diabetes interfered with your normal activities ?*

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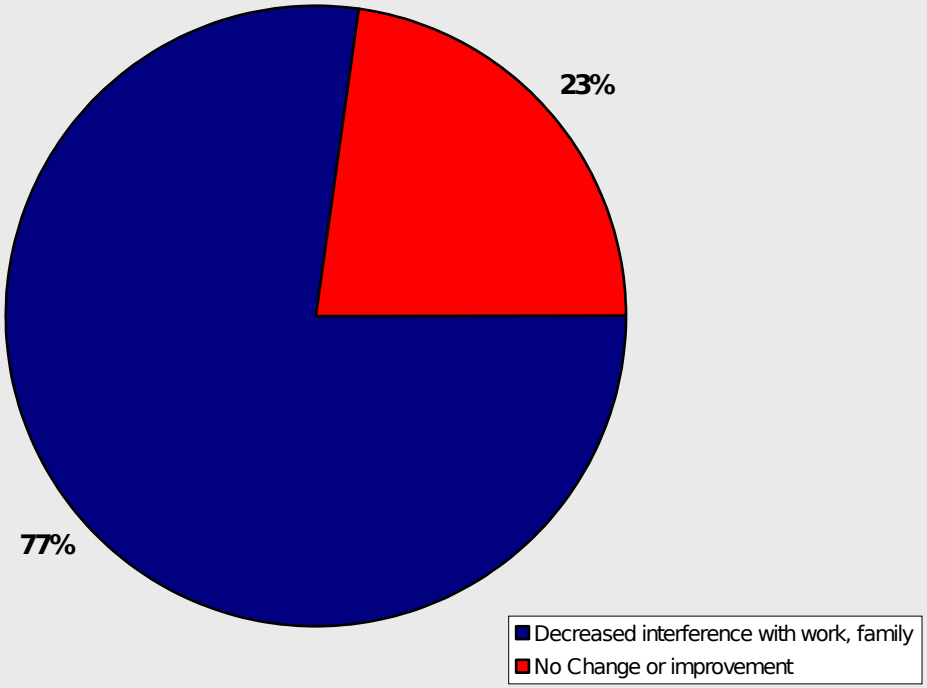
Has Diabetes interfered less with your family life or work?



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Goal

- Quality of Life

- Recognized important psychological needs/risks
- Recognized important clinical needs/risks
- *Improved patient self-care*
- Appropriate health-seeking behavior in patient

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Data Sources

- Behavior Change improvement identified during assessment and discharge
- Quality of Life questions also asked during initial interview and during discharge
- *Clinical Practice Guideline comparison*
- I am confident I know what I can do to prevent complications of diabetes
- Compared to a year ago, how would you rate your health?
- *Review outpatient care services for appropriate use*

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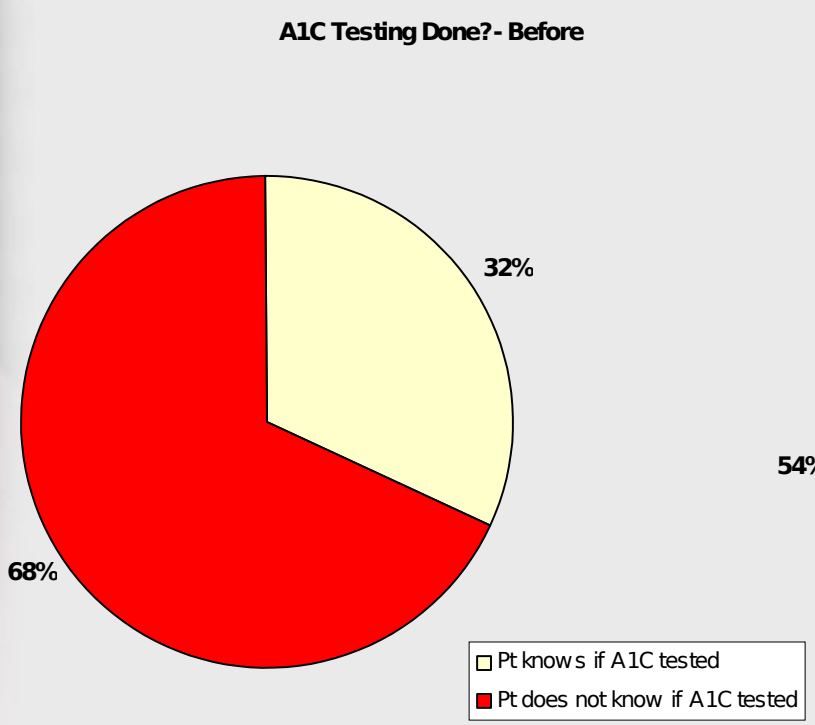
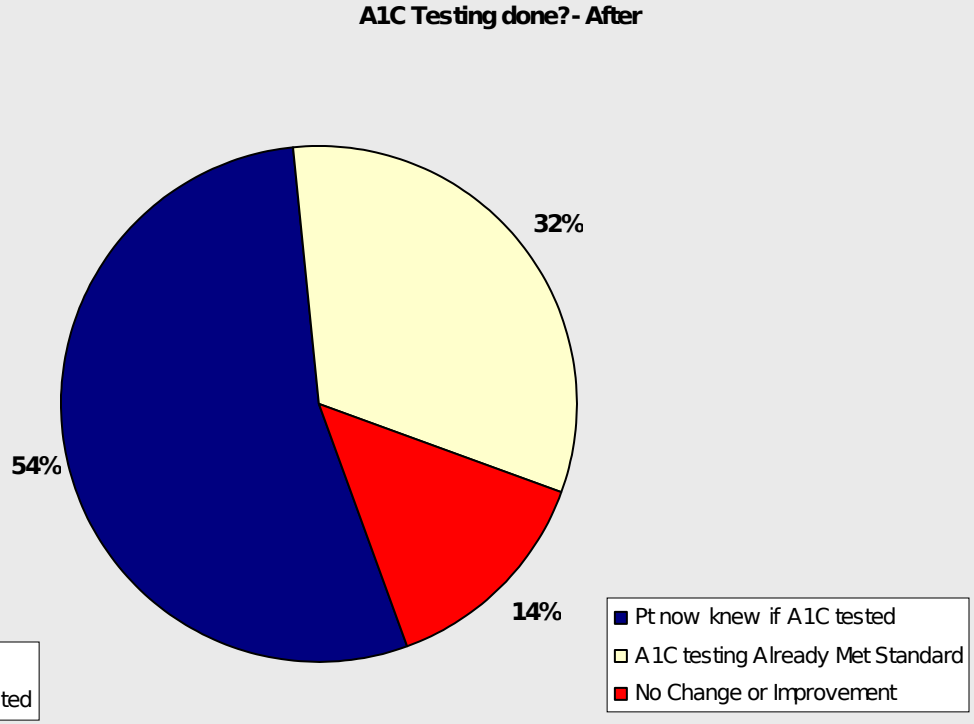
Did Patient Know if A1C was Tested?





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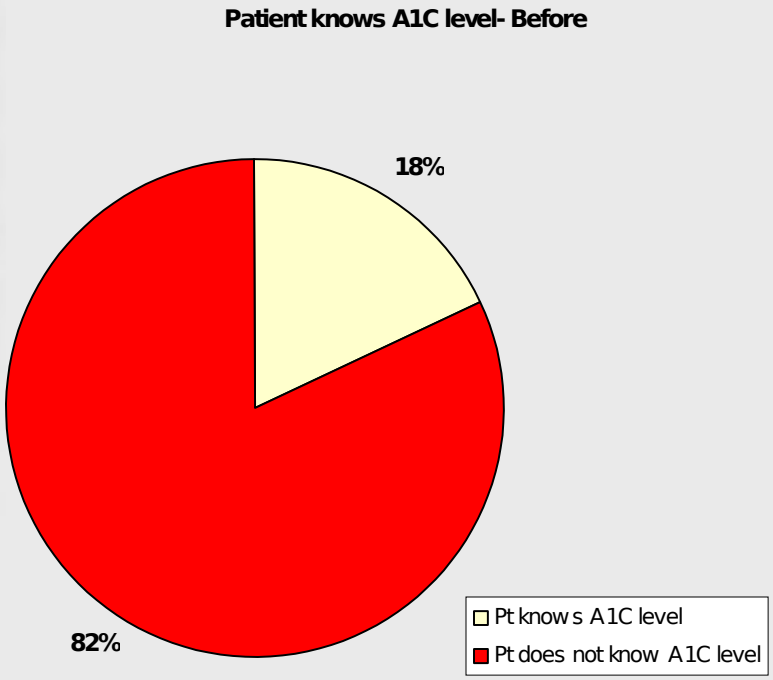
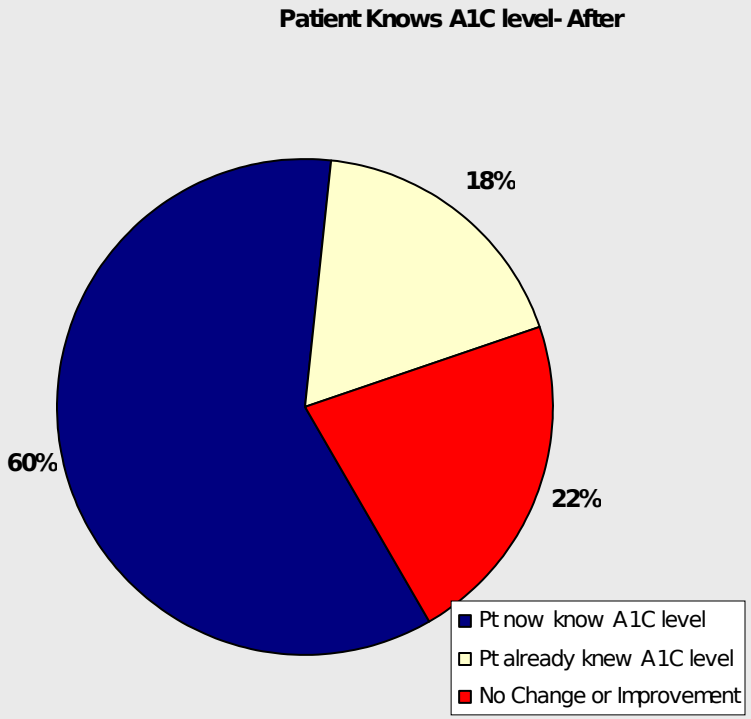
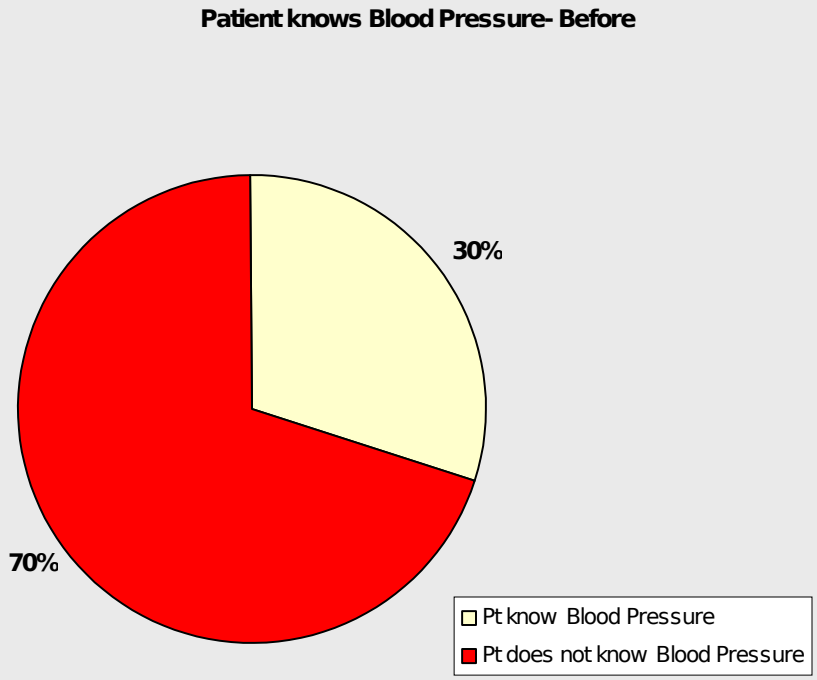
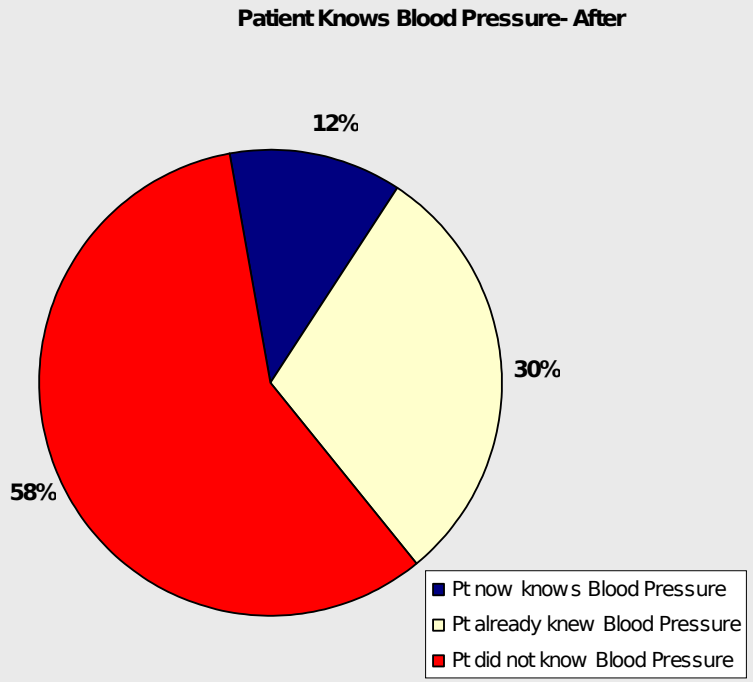
Does the Patient know their A1C level?





Does the Patient know their Blood Pressure?





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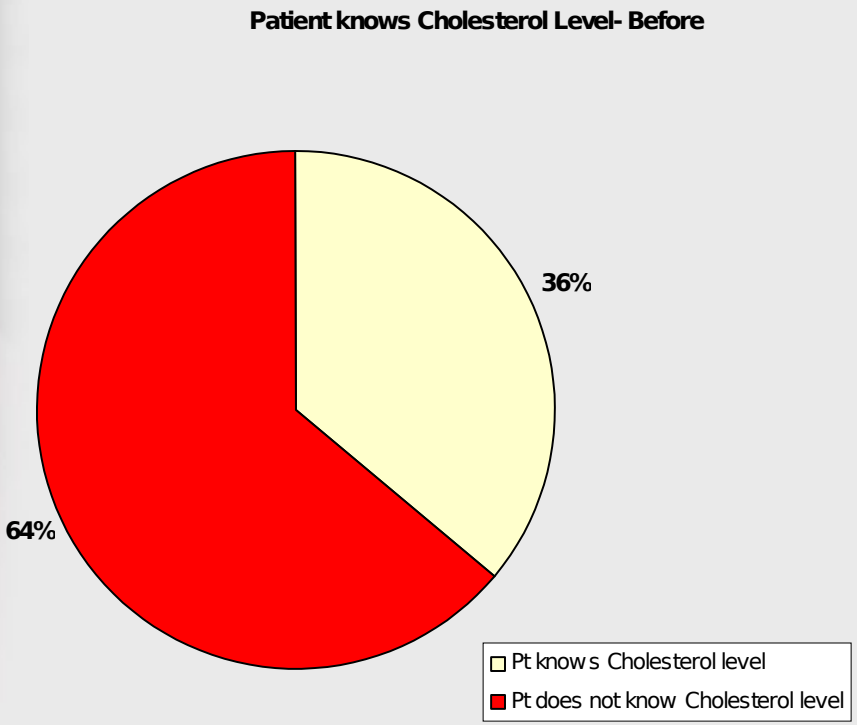
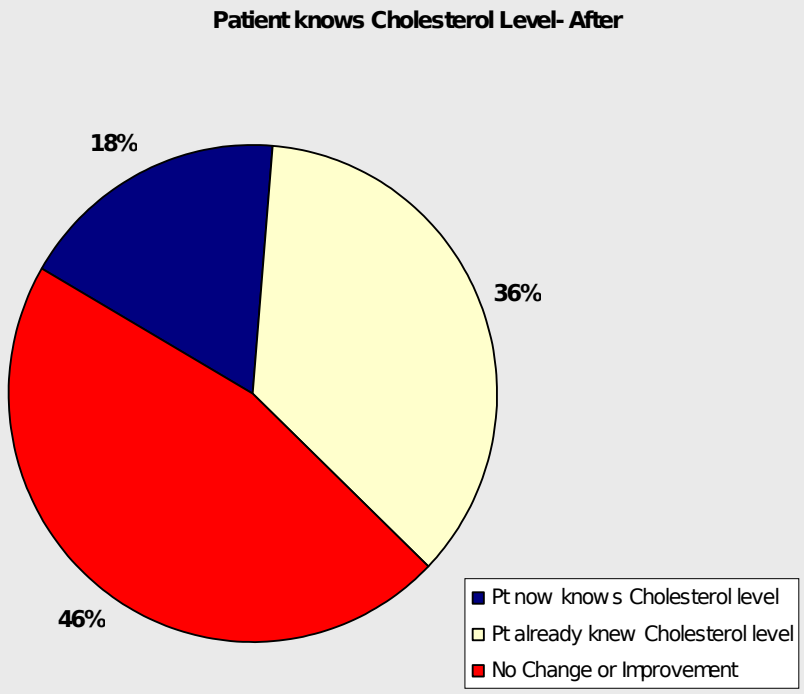
Does the Patient know their Cholesterol Level?





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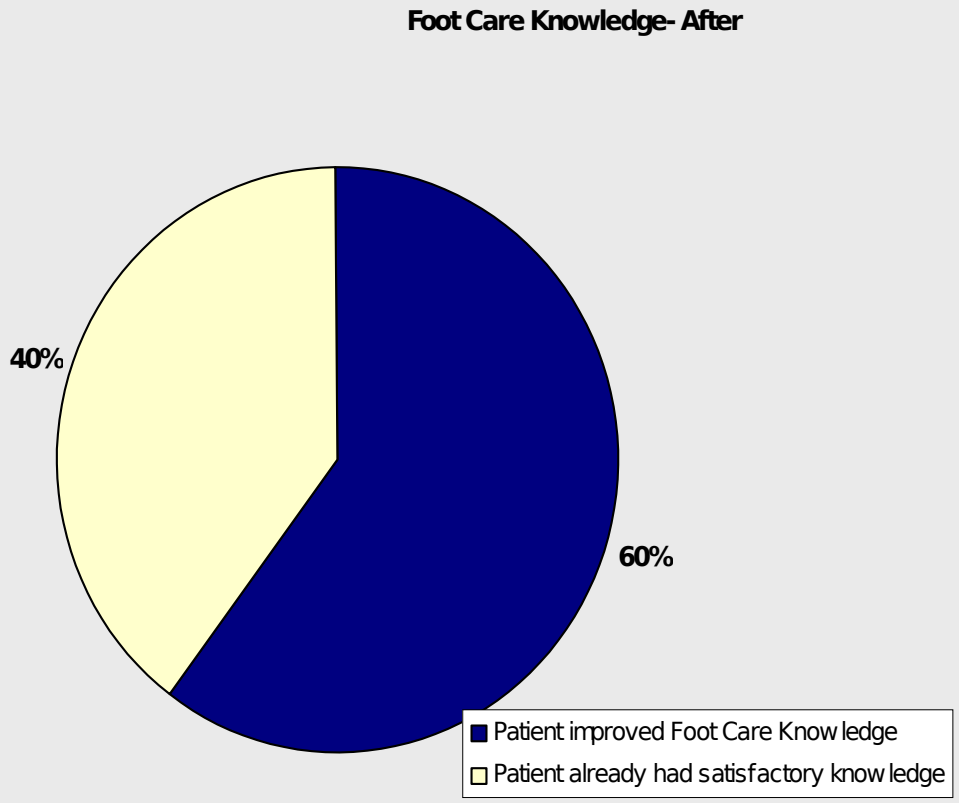
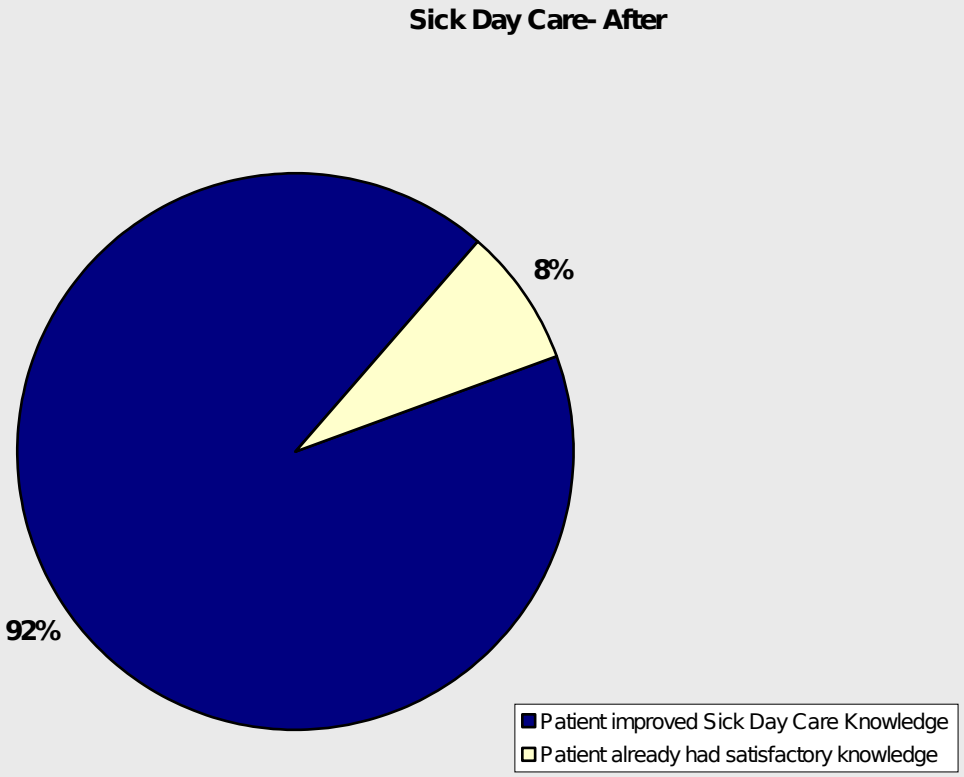
Improved Foot Care Knowledge



Improved Sick Day Care Knowledge



Goal

- Organizational

- Improved coordination between Direct Care and Purchased Care systems
- Improved communication between TriWest and Military Treatment Facility staff
- Improved beneficiary satisfaction
- *Improved care coordination*

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Data Sources

- *Beneficiary Satisfaction Surveys mailed to every patient at discharge*
- Internal review of where referrals are coming from
- MTF inservices

- Has your Disease Management education increased your ability to participate in your health care decisions?
- How useful was your DM education?

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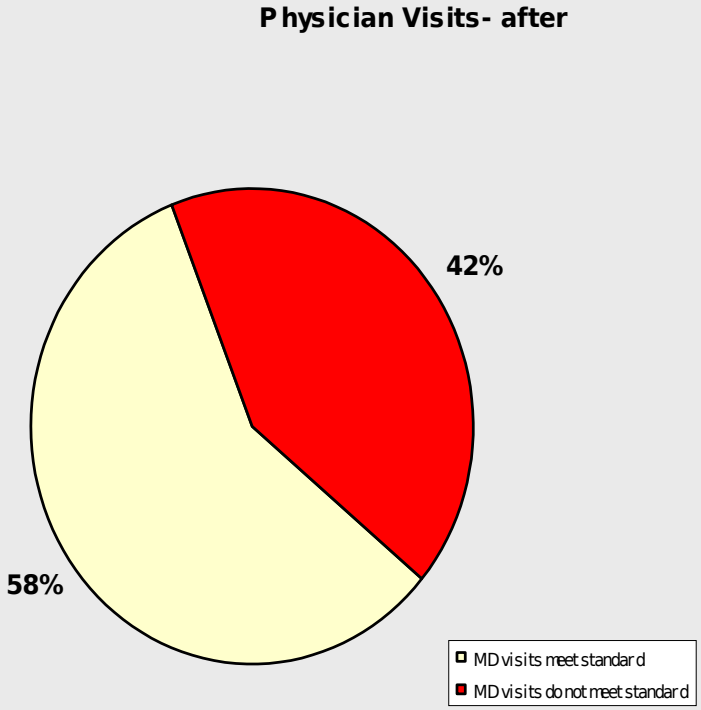
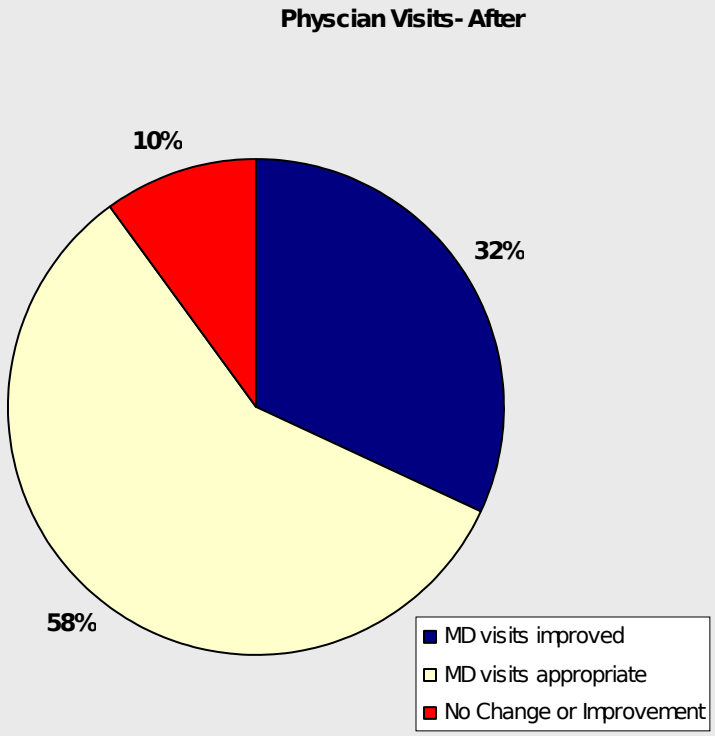
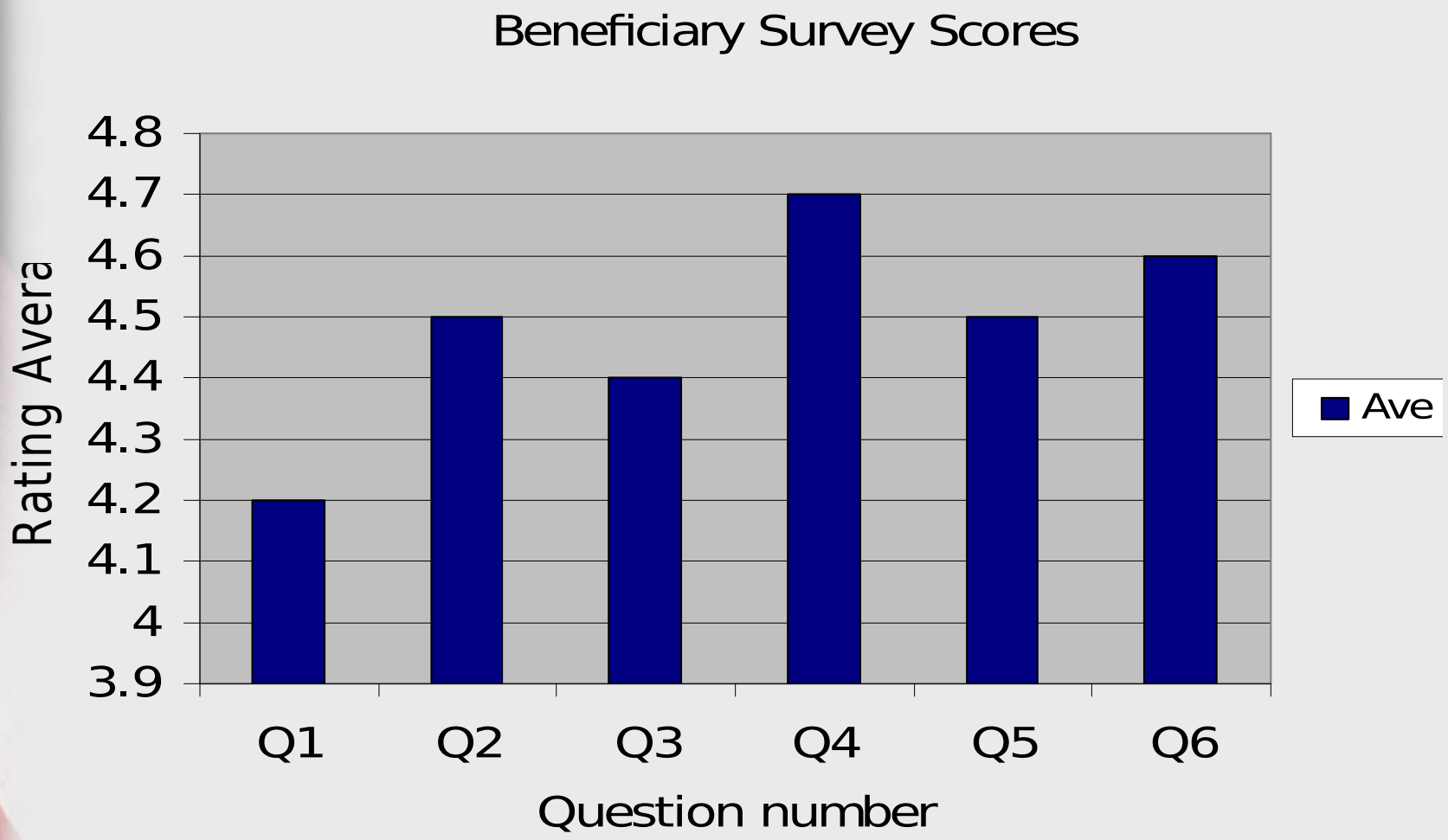
Were Physician Visits Meeting Guidelines?



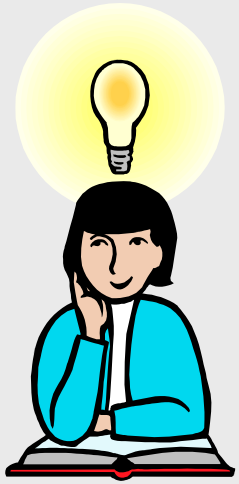


Beneficiary Discharge Survey
36 surveys returned- 7/02-3/03



Goal

- Disease Specific



- Improved disease management principle understanding
- Improved behavior changing strategies
- Improved community support & resource identification

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Data Sources

- Behavioral Health and stress screened with referrals prn
- Smoking cessation screened with referrals prn
- Behavior change assessed with teaching plan modifications
- *HEDIS-like indicators identified & measured*

- Have you had any major changes in your life in the past 6 months?
- I am trying to quit smoking; I plan to quit or I don't have any plans to quit.
- *When was your last eye exam?*

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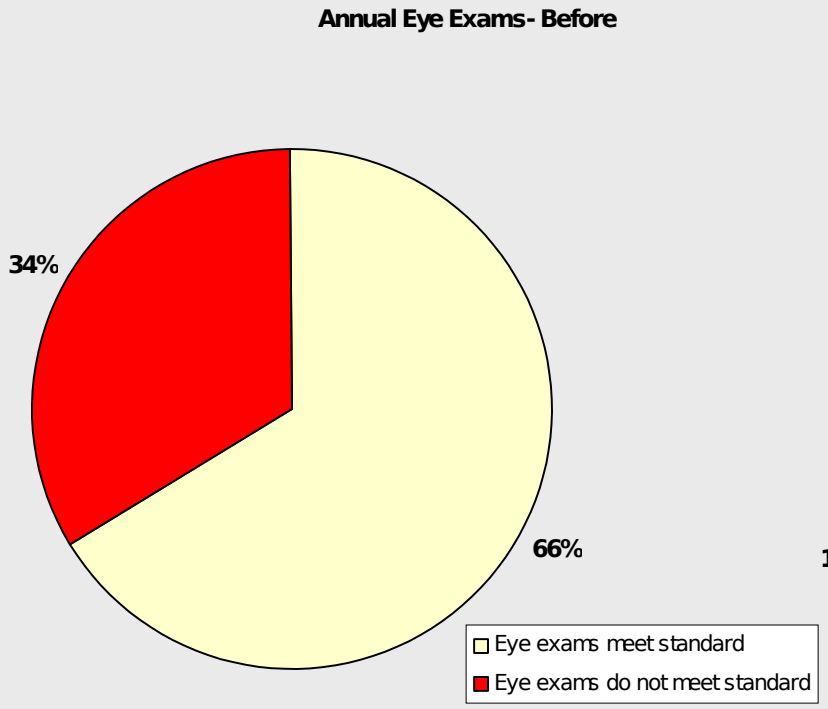
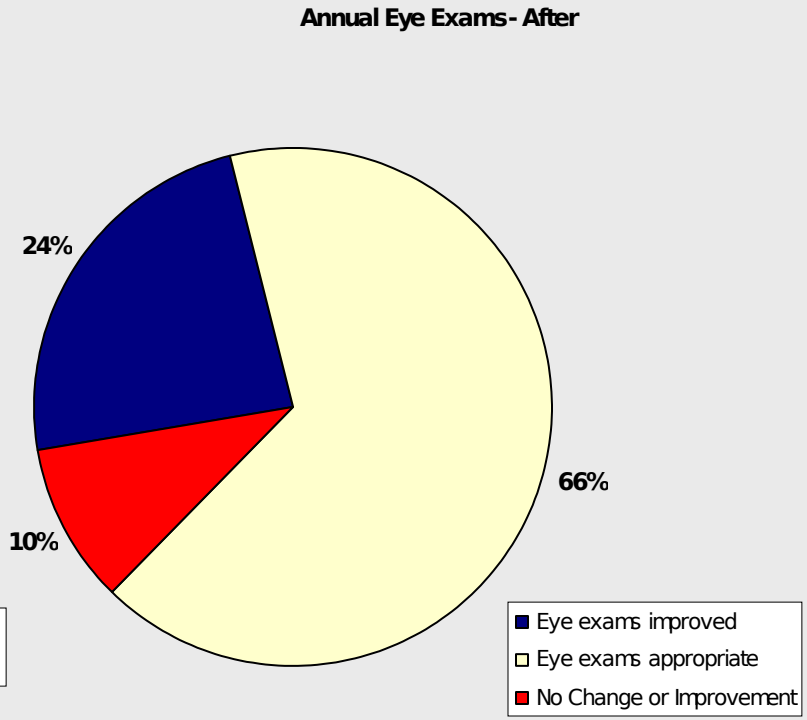
Were Patients Getting their Annual Eye Exams?





Goal

- Financial
  - Increased compliance
  - Reduction of disease exacerbations
  - Reduced lost work days

Data Sources

- Total claims paid reviewed for 1 year before; 1 year after; and 2 years after program completed
- Global comparison to be completed on control and program groups for ROI
- Internal process in place to identify specific disease process claims; include co-morbids and exclude exceptions

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What do we think about this now????

- We had to be less involved with the MTF's for each specific patient
- We needed to be involved in a broader communication effort with the MTF and TSC staff
- We want to enroll everyone vs. actual staffing capabilities
- We look forward to the new contract opportunities!

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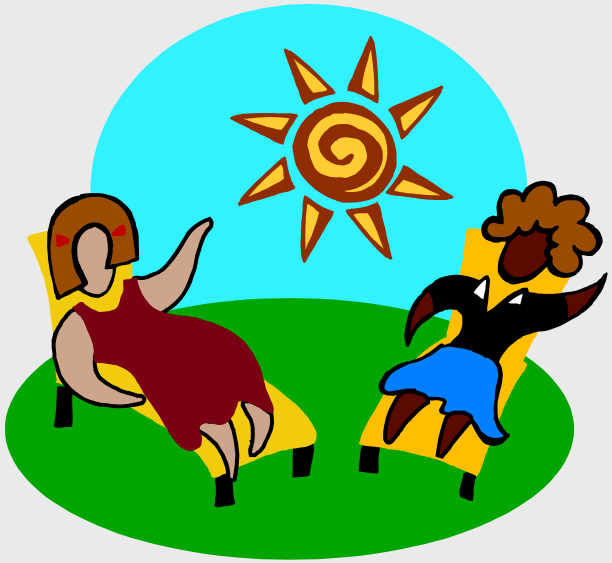
Questions?



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Thank You